AMENDMENTS TO THE CLAIMS

Please amend the claims as follows:

1. (Previously presented) A system for providing service to customers at service locations, each service location having a communication device adapted to communicate one or more events pertaining to a service event for a customer at the service location, the system comprising:

a decisioning system communicatively coupled to the communication devices to receive the events, and including a plurality of rules for scheduling the events for service, the decisioning system selecting a primary service attendant from a plurality of service attendants for servicing each event;

a communication system communicatively coupled to the decisioning system to transmit a message to the primary service attendant selected for an event, the message indicating the service location at which the event is to be serviced; and

a plurality of message receivers, used by the service attendants, the primary service attendant using a message receiver to receive the message from the communication system,

wherein the service locations are gaming machines, and the communication devices communicate game events to a gaming machine management system.

2. (Canceled)

3. (Previously presented) The system of claim 1, wherein the gaming machines are slot machines, and the communication devices are interface boards that communicate slot events to the gaming machine management system.

4. (Previously presented) The system of claim 1, wherein the communication system is a two-way messaging system, whereby the message receivers can transmit and receive messages.

5. (Original) The system of claim 4, wherein:

the primary service attendant can accept or decline to service an event using the two-way message receiver, and wherein:

in response to the primary service attendant declining to service an event, the decisioning system selects a secondary service attendant for servicing the event, and the messaging system transmits a message to the secondary service attendant to service the event.

6. (Original) The system of claim 4, wherein:

the primary service attendant can accept or decline to service an event using the two-way message receiver, and wherein:

in response to the primary service attendant accepting to service an event, the decisioning system establishes the primary service attendant as being unavailable to service another event until the primary service provider completes service of the accepted event.

7. (Original) The system of claim 1, wherein the decisioning system monitors the time taken to service each event, and responsive to time taken to service an event exceeding a threshold amount, the decisioning system selects an employee to notify of the incomplete service, and instructs the messaging system to transmit a message to the selected employee.

8. (Original) The system of claim 1, wherein the rules of the decisioning system for scheduling events include:

at least one rule for scheduling events according to an age of the event.

9. (Original) The system of claim 1, wherein the rules of the decisioning system for scheduling events include:

at least one rule for scheduling events according to a type of event.

10-15. (Canceled)

16. (Original) The system of claim 1, wherein the rules of the decisioning system for scheduling events include:

at least one rule for scheduling events according to a location of the service location.

17. (Canceled)

18. (Original) The system of claim 1, wherein the rules of the decisioning system for scheduling events include:

at least one rule for selecting a service attendant for servicing an event based on a location of the service location which generated the event and an assigned location of the service attendant.

19. (Original) The system of claim 1, wherein the rules of the decisioning system for scheduling events include:

at least one rule for messaging a supervisor of the primary service attendant if the primary service attendant has not completed servicing the event in a certain amount of time.

20-22. (Canceled)

23. (Previously presented) A system for providing service to customers at plural service locations, each service location having a communication means for communicating one or more events pertaining to a service event for a customer at the service location the system comprising:

a computer implemented decision making means communicatively coupled to the plurality of communication means for receiving the events, the decision making means scheduling a primary service attendant from a plurality of service attendants for servicing each event using a plurality of rules;

a messaging means communicatively coupled to the decision making means for transmitting a message to the primary service attendant selected for an event, the message indicating the service location at which the event is to be serviced; and

a plurality of message receiving means, used by the service attendants, the primary service attendant using a message receiving means for receiving the message from the messaging means,

wherein the service locations are gaming machines, and the communication devices communicate game events to a gaming machine management system.

24. (Canceled)

25. (Previously presented) The system of claim 23, wherein the gaming machines are slot machines, and the communication devices are interface boards that communicate slot events to the gaming machine management system.

26. (Previously presented) The system of claim 23, wherein the communication system is a two-way messaging system, whereby the message receivers can transmit and receive messages.

27. (Original) The system of claim 23, wherein:

the primary service attendant can accept or decline to service an event using the two-way message receiver, and wherein:

in response to the primary service attendant declining to service an event, the decision making means selects a secondary service attendant for servicing the event, and the messaging system transmits a message to the secondary service attendant to service the event.

28. (Original) The system of claim 23, wherein:

the primary service attendant can accept or decline to service an event using the two-way message receiver, and wherein:

in response to the primary service attendant accepting to service an event, the decision making means establishes the primary service attendant as being unavailable to service another event until the primary service provider completes service of the accepted event.

29. (Original) The system of claim 23, wherein the decision making means monitors the time taken to service each event, and responsive to time taken to service an event exceeding a threshold amount, the decision making means selects an employee to notify of the incomplete service, and instructs the messaging system to transmit a message to the selected employee.

30. (Original) The system of claim 23, wherein the rules of the decision making means for scheduling events include:

at least one rule for scheduling events according to an age of the event.

31. (Original) The system of claim 23, wherein the rules of the decision making means for scheduling events include:

at least one rule for scheduling events according to a type of event.

32-37. (Canceled)

38. (Original) The system of claim 23, wherein the rules of the decision making means for scheduling events include:

at least one rule for scheduling events according to a location of the service location.

39. (Canceled)

40. (Original) The system of claim 23, wherein the rules of the decision making means for scheduling events include:

at least one rule for selecting a service attendant for servicing an event based on a location of the service location which generated the event and an assigned location of the service attendant.

41. (Original) The system of claim 23, wherein the rules of the decision making means for scheduling events include:

at least one rule for messaging a supervisor of the primary service attendant if the primary service attendant has not completed servicing the event in a certain amount of time.

42-44. (Canceled)

45. (Previously amended) A system for servicing customers at gaming machines, the system comprising:

means for transmitting from a gaming machine to a gaming machine management system a message pertaining to a game event at the gaming machine and for which a customer at the gaming machine needs service by a service attendant;

means for receiving the transmitted message;

means, coupled to obtain the transmitted message from the receiving means, for scheduling the game event, using a plurality of scheduling rules, for servicing by a service attendant;

means for selecting a first service attendant for servicing the scheduled event; and

means for transmitting a message to the first service attendant identifying the gaming machine to be serviced for the game event.

46. (Previously presented) A method of servicing customers at service locations, the method comprising:

transmitting from a communication device at a service location a message pertaining to an event at the service location and for which a customer at the service location needs service by a service attendant;

receiving the transmitted message and scheduling the event, using a plurality of scheduling rules, for servicing by a service attendant;

selecting a first service attendant for servicing the scheduled event; and

transmitting a message to the first service attendant identifying the service location to be serviced for the event,

wherein the service locations are gaming machines, and the communication device ~~is~~ communicates game events to a gaming machine management system.

47. (Original) The method of claim 46, further comprising:

receiving from the first service attendant a message declining to service an event;

selecting a second service attendant to service the event; and

transmitting a message to the second service attendant to service the event.

48. (Original) The method of claim 46, wherein:

receiving from the first service attendant a message accepting to service an event; and

establishing the first service attendant as being unavailable to service another event until the first service provider completes service of the accepted event.

49. (Original) The method of claim 48, wherein the message from the first service attendant is transmitted from a communication device fixed at the service location.

50. (Previously amended) The method of claim 46, further comprising:

monitoring a time taken to service the event; and

responsive to the time taken to service an event exceeding a threshold amount, transmitting a message to another employee to notify of the incomplete service.

51. (Original) The method of claim 46, further comprising:
monitoring an aggregate performance criteria for servicing the events; and
responsive the aggregate performance criteria exceeding a threshold amount, transmitting a message to supervisor.

52. (Original) The method of claim 46, further comprising:
responsive to not receiving, within a predetermined amount of time, an acceptance from the first service attendant of the message to service the event, transmitting a message to a second service attendant to service the event.

53. (Original) The method of claim 46, wherein the scheduling rules include:
at least one rule for scheduling events according to an age of the event.

54. (Original) The method of claim 46, wherein the scheduling rules include:
at least one rule for scheduling events according to a type of event.

55-60. (Canceled)

61. (Original) The method of claim 46, wherein the scheduling rules include:
at least one rule for scheduling events according to a location of the service location.

62. (Canceled)

63. (Original) The method of claim 46, wherein the scheduling rules include:
at least one rule for selecting a service attendant for servicing an event based on a location of the service location which generated the event and an assigned location of the service attendant.

64. (Previously amended) The method of claim 46, wherein the scheduling rules include:

at least one rule for messaging a supervisor of the first service attendant if the first service attendant has not completed servicing the event in a certain amount of time.

65-67. (Canceled)

68. (Previously amended) A method of servicing customers at a service location, the method comprising:

receiving from the service location, event messages pertaining to service location events;

scheduling selected events for servicing by service attendants using a plurality of scheduling rules;

selecting a service attendant for servicing each scheduled event; and

for each scheduled event, transmitting a message to the selected service attendant identifying the service location to be serviced,

wherein the service locations are gaming machines, and the service location events include a jackpot at a gaming machine.

69. (Original) The method of claim 68, wherein scheduling selected events further comprises scheduling the selected events using scheduling rules pertaining to an amount of time an event has been pending, an evaluation of the customer's status, and a type of the events.

70. (Canceled)

71. (Currently amended) A system for providing service to customers at service locations, wherein each service location having a communication device adapted to communicate one or more events pertaining to the status of a customer at the service location, the system comprising:

a decisioning system for scheduling the events for service, by receiving the events from the communication devices and using a plurality of rules to select a

primary service attendant for servicing each event, to produce a periodically updated event service schedule;

a communication system for transmitting a message to the primary service attendant selected for an event, by way of a two-way communication network, to produce a message indicating to the primary service attendant the service location at which the event is to be serviced; and

a plurality of message receivers, each service attendant having one of the message receivers, for receiving the message from the communication system, by way of the two-way communication network, and for providing the message to a service attendant ~~to produce to the service attendant to message~~,

wherein the service locations are gaming machines, and the communication devices communicate game events to a gaming machine management system.

72-77. (Canceled)

78. (Previously presented) A system for providing service to customers at service locations, each service location having a communication device adapted to communicate one or more events pertaining to a service event for a customer at the service location, the system comprising:

a decisioning system communicatively coupled to the communication devices to receive the events, and including a plurality of rules for scheduling the events for service, the decisioning system selecting a primary service attendant for servicing each event, wherein the rules of the decisioning system for scheduling events include at least one rule for scheduling events according to a location of the service location;

a communication system communicatively coupled to the decisioning system to transmit a message to the primary service attendant selected for an event, the message indicating the service location at which the event is to be serviced; and

a plurality of message receivers, used by the primary service attendant, to receive the message from the communication system.

79. (Canceled)

80. (Previously presented) A system for providing service to customers at service locations, each service location having a communication device adapted to communicate one or more events pertaining to a service event for a customer at the service location, the system comprising:

a decisioning system communicatively coupled to the communication devices to receive the events, and including a plurality of rules for scheduling the events for service, the decisioning system selecting a primary service attendant for servicing each event, wherein the rules of the decisioning system for scheduling events include at least one rule for selecting a service attendant for servicing an event based on a location of the service location which generated the event and an assigned location of the service attendant;

a communication system communicatively coupled to the decisioning system to transmit a message to the primary service attendant selected for an event, the message indicating the service location at which the event is to be serviced; and

a plurality of message receivers, used by the primary service attendant, to receive the message from the communication system.

81. (Previously presented) A system for providing service to customers at service locations, each service location having a communication device adapted to communicate one or more events pertaining to a service event for a customer at the service location, the system comprising:

a decisioning system communicatively coupled to the communication devices to receive the events, and including a plurality of rules for scheduling the events for service, the decisioning system selecting a primary service attendant for servicing each event, wherein the rules of the decisioning system for scheduling events include at least one rule for messaging a supervisor of the primary service attendant if the primary service attendant has not completed servicing the event in a certain amount of time;

a communication system communicatively coupled to the decisioning system to transmit a message to the primary service attendant selected for an event, the message indicating the service location at which the event is to be serviced; and

a plurality of message receivers, used by the primary service attendant, to receive the message from the communication system.

82-90. (Canceled)

91. (Previously presented) A system for providing service to customers at plural service locations, each service location having a communication means for communicating one or more events pertaining to a service event for a customer at the service location the system comprising:

a computer implemented decision making means communicatively coupled to the plurality of communication means for receiving the events, the decision making means scheduling a primary service attendant for servicing each event using a plurality of rules, wherein the rules of the decision making means for scheduling events include at least one rule for scheduling events according to a location of the service location;

a messaging means communicatively coupled to the decision making means for transmitting a message to the primary service attendant selected for an event, the message indicating the service location at which the event is to be serviced; and

a plurality of message receiving means, used by the primary service attendant, for receiving the message from the messaging means.

92. (Canceled)

93. (Previously presented) A system for providing service to customers at plural service locations, each service location having a communication means for communicating one

or more events pertaining to a service event for a customer at the service location the system comprising:

a computer implemented decision making means communicatively coupled to the plurality of communication means for receiving the events, the decision making means scheduling a primary service attendant for servicing each event using a plurality of rules, wherein the rules of the decision making means for scheduling events include at least one rule for selecting a service attendant for servicing an event based on a location of the service location which generated the event and an assigned location of the service attendant;

a messaging means communicatively coupled to the decision making means for transmitting a message to the primary service attendant selected for an event, the message indicating the service location at which the event is to be serviced; and

a plurality of message receiving means, used by the primary service attendant, for receiving the message from the messaging means.

94. (Previously presented) A system for providing service to customers at plural service locations, each service location having a communication means for communicating one or more events pertaining to a service event for a customer at the service location the system comprising:

a computer implemented decision making means communicatively coupled to the plurality of communication means for receiving the events, the decision making means scheduling a primary service attendant for servicing each event using a plurality of rules, wherein the rules of the decision making means for scheduling events include at least one rule for messaging a supervisor of the primary service attendant if the primary service attendant has not completed servicing the event in a certain amount of time;

a messaging means communicatively coupled to the decision making means for transmitting a message to the primary service attendant selected for an event, the message indicating the service location at which the event is to be serviced; and

a plurality of message receiving means, used by the primary service attendant, for receiving the message from the messaging means.

95-97. (Canceled)

98. (Previously presented) A method of servicing customers at service locations, the method comprising:

transmitting from a communication device at a service location a message pertaining to an event at the service location and for which a customer at the service location needs service by a service attendant;

receiving the transmitted message and scheduling the event, using a plurality of scheduling rules, for servicing by a service attendant;

selecting a first service attendant for servicing the scheduled event; and

transmitting a message to the first service attendant identifying the service location to be serviced for the event

monitoring an aggregate performance criteria for servicing the events; and

responsive the aggregate performance criteria exceeding a threshold amount, transmitting a message to supervisor.

99-104. (Canceled)

105. (Previously presented) A method of servicing customers at service locations, the method comprising:

transmitting from a communication device at a service location a message pertaining to an event at the service location and for which a customer at the service location needs service by a service attendant;

receiving the transmitted message and scheduling the event, using a plurality of scheduling rules, for servicing by a service attendant, wherein the scheduling rules include at least one rule for scheduling events according to a location of the service location;

selecting a first service attendant for servicing the scheduled event; and

transmitting a message to the first service attendant identifying the service location to be serviced for the event.

106. (Canceled)

107. (Previously presented) A method of servicing customers at service locations, the method comprising:

transmitting from a communication device at a service location a message pertaining to an event at the service location and for which a customer at the service location needs service by a service attendant;

receiving the transmitted message and scheduling the event, using a plurality of scheduling rules, for servicing by a service attendant, wherein the scheduling rules include at least one rule for selecting a service attendant for servicing an event based on a location of the service location which generated the event and an assigned location of the service attendant;

selecting a first service attendant for servicing the scheduled event; and

transmitting a message to the first service attendant identifying the service location to be serviced for the event.

108. (Previously presented) A method of servicing customers at service locations, the method comprising:

transmitting from a communication device at a service location a message pertaining to an event at the service location and for which a customer at the service location needs service by a service attendant;

receiving the transmitted message and scheduling the event, using a plurality of scheduling rules, for servicing by a service attendant, wherein the scheduling rules include at least one rule for messaging a supervisor of the primary service attendant if the primary service attendant has not completed servicing the event in a certain amount of time;

selecting a first service attendant for servicing the scheduled event; and

transmitting a message to the first service attendant identifying the service location to be serviced for the event.

109-111. (Canceled)